

## WorkKeys – Frequently Asked Questions (applicable for spring testing in MI, ND and WY)

	Topic Category	Question	Answer
1.	General Information	What is WorkKeys? How can I get more information about WorkKeys? Are there resources available for counselors, students, and parents?	<p>WorkKeys is a job skills assessment system measuring “real world” skills that employers believe are critical to job success. These skills are valuable for any occupation being considered and at any level of education. For more information, visit <a href="http://www.act.org/workkeys/index.html">http://www.act.org/workkeys/index.html</a></p> <p>Counselors and Test Supervisors can visit: <a href="http://www.act.org/workkeys/educators">http://www.act.org/workkeys/educators</a> to learn more about WorkKeys.</p> <p>Parents can encourage their students to browse the WorkKeys scores needed for different careers. (<a href="http://www.act.org/cgi-bin/workkeys/occuprof/certificate/crc_lookup.cgi?SITE=wked&amp;LETTER=a">http://www.act.org/cgi-bin/workkeys/occuprof/certificate/crc_lookup.cgi?SITE=wked&amp;LETTER=a</a>) This can help students understand how their WorkKeys scores relate to the skills they'll need for many jobs.</p>
2.	General Information	Where do I obtain information to help understand and interpret WorkKeys?	<p>Targets for Instruction are available to help educators and trainers develop curricula and educational strategies for the WorkKeys skill areas. In addition, ACT has established the WorkKeys Curricula Publishers Program to provide customers with helpful information about available courseware. Visit <a href="http://www.act.org/workkeys/sktrain/index.html">http://www.act.org/workkeys/sktrain/index.html</a> for more information.</p>
3.	Pre-Test	<p>Is there a deadline for students to make a decision on which test to take, ACT or WorkKeys? (Applies only in states that have this option)</p> <p>(This is not applicable in <b>Michigan</b> where every student is scheduled to take the WorkKeys test on Day 2 of the MME.)</p>	<ul style="list-style-type: none"> <li>• For <b>Wyoming</b> – Schools are asked to provide the state with estimated figures in early November for planning purposes. Those figures are confirmed in January when schools complete and submit a WorkKeys Test Materials Order Form to ACT for standard time and alternate format quantities.</li> <li>• For <b>North Dakota</b> – Schools are asked to provide ACT with estimated figures in early November for planning purposes. Those figures are confirmed in January when schools complete and submit a WorkKeys Test Materials Order Form to ACT for standard time and alternate test format quantities.</li> </ul>

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4.	Pre-Test	<p>How do we determine which test -- ACT or WorkKeys -- a student should take?</p> <p>(This is not applicable in <b>Michigan</b> where all students are scheduled to take both the Day 1 ACT and Day 2 WorkKeys tests.)</p>	<p>WorkKeys test questions are based on situations, materials, and activities that working people encounter every day. WorkKeys test results help ensure that students are employable and helps them find the career that's right for them. Based on their performance on the three WorkKeys tests, they may be eligible for a National Career Readiness Certificate. The credential is issued by ACT across the nation and proves that the examinee's skills in three areas – Reading for Information, Applied Mathematics, and Locating Information - make them a prime candidate for nearly any job.</p> <p><u>Benefits for Students</u></p> <ul style="list-style-type: none"> <li>• Helps students stand out from other job applicants.</li> <li>• Gives students an edge over job applicants who have not measured their skills.</li> <li>• Shows America's leading companies that the student has the skills to succeed in their jobs.</li> <li>• Increases the chances students will be hired and be successful in the job that's right for them.</li> <li>• Points the way to higher skills, better jobs, and more pay.</li> </ul> <p>ACT test results are used in a variety of ways. The ACT score report provides information about the student's educational needs, extracurricular achievements, and educational plans to the institutions they indicate. This information, along with other kinds of information, can help:</p> <ul style="list-style-type: none"> <li>• Admissions officials identify if the examinee can benefit from their programs.</li> <li>• College academic advisors tailor an appropriate program of study.</li> <li>• Financial aid agencies evaluate applications for scholarships, loans, and other financial assistance.</li> </ul> <p><u>Benefits for Students</u></p> <ul style="list-style-type: none"> <li>• Increases and enhances access to college, and helps them make informed decisions about which college to attend.</li> <li>• The ACT is accepted by all 4-year colleges and universities in the U.S. and the NCAA®.</li> <li>• The ACT rewards the student for what they know.</li> <li>• The ACT provides the student with a unique interest inventory that provides valuable information for career and educational planning.</li> </ul>
5.	Test Preparation	<p>Are there free WorkKeys practice tests?</p>	<p>Yes. Free sample items are available on the ACT website, (<a href="http://www.act.org/workkeys/assess/sample.html">http://www.act.org/workkeys/assess/sample.html</a>), but there are no free WorkKeys practice tests. Schools have the option to purchase practice tests for students who will be taking WorkKeys.</p> <p>Practice tests can be ordered by calling 1-800-WorkKey (967-5539) to request an order form. WorkKeys practice tests can also be taken online at <a href="http://www.act.org/workkeys/practice/index.html">http://www.act.org/workkeys/practice/index.html</a></p>

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6.	Ordering Materials	How do I order the quantity of WorkKeys tests I need for my school?	<p>Schools administering the WorkKeys tests will be able to provide quantities for both standard time and accommodations test materials using the process applicable to the administration. The ordering process will vary by state.</p> <ul style="list-style-type: none"> <li>• In <b>Michigan</b>, schools enter enrollment figures and quantities for accommodated materials for Day 2 WorkKeys into the online OEAA Secure Site. A file of this information is provided to ACT for shipping materials to the schools.</li> <li>• In <b>North Dakota and Wyoming</b>, Test Supervisors from schools who have students taking the WorkKeys tests will order any quantities needed for both standard time and accommodated materials in January, using the paper order form. This form is to be faxed to ACT at (319) 337-1019.</li> </ul> <p>WorkKeys materials ordered for State Testing are to be used only during the designated testing window. Only those materials may be used during the State Testing administration. Make certain to keep the State Testing WorkKeys materials separate from any national WorkKeys materials that might be in your school.</p>
7.	Materials	How and when will the test materials be sent to my school?	<p>Test materials are sent in two separate shipments to the Test Supervisor. The first shipment of test materials, which is sent to the Test Supervisor, will include the non-secure materials such as your <i>WorkKeys Supervisor's Manual for State Testing</i>, answer folders and barcode labels. The second shipment will contain standard time secure test materials including test booklets, envelopes and plastic polmailer bags for returning your answer folders. A secure shipment of accommodated test material is also sent to the Test Accommodations Coordinator (TAC).</p> <p>Your shipments will arrive by FedEx. All materials must be checked in within 24 hours of receipt. Please refer to your state's Checklist of Dates for the timeframe for which to expect each shipment. Also, please refer to the section of the <i>WorkKeys Supervisor's Manual for State Testing</i> labeled <u>Security of Test Materials</u> for more information.</p>
8.	Materials	<p>How does ACT determine the number of WorkKeys test materials to ship to the schools?</p> <p>Do schools get an overage of standard time materials like we do for the ACT?</p>	<ul style="list-style-type: none"> <li>• In <b>Michigan</b>, the quantity of Day 2 WorkKeys materials shipped for the Initial Test Date is based on the grade 11 (and eligible grade 12) enrollment for your school (plus an appropriate overage) provided by the principal during the establishment process, and updated on the OEAA Secure Site during the Pre-ID Window.</li> <li>• In <b>North Dakota and Wyoming</b>, Test Supervisors from schools who have students taking the WorkKeys tests will order any quantities needed for both standard time and accommodated materials in January, using the paper order form. ACT ships an appropriate overage of standard time materials to each participating school.</li> </ul>

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9.	Materials	All of our school's shipments are sent to our district office first and then distributed to the proper location. Are there any special arrangements we need to make with ACT?	<p>ACT will ship materials directly to the shipping address you provide. The Test Supervisor or Test Accommodations Coordinator (TAC) assumes responsibility for the security of the materials and must check the materials thoroughly to ensure that all items listed on the Packing List have been received within 24 hours of receipt. Once the materials are checked in, they must be kept in a locked, secure location with limited access. Because the Test Supervisor and TAC are responsible for the security of the materials at all times, the Test Supervisor must work with the district office to be sure proper procedures are followed when the materials are received.</p> <p>No special arrangements must be made with ACT, but the Test Supervisor must understand that s/he assumes responsibility for the test materials from the time they are delivered by the carrier until the time the carrier picks them up after testing.</p>
10.	Materials	I received my initial order of materials, but I did not order enough. How do I order additional materials, including accommodation materials?	If you discover you need additional materials, contact ACT at 800-553-6244 (extension 2800 for Standard Time and 1788 for Accommodations) as soon as possible. You must check your materials as soon as they arrive at your school to ensure you have enough to test all your students. Do NOT wait until the day before or the day of the test.
11.	Materials	How do I order standard time materials for the Makeup Test Date?	This process varies by state. Consult your Test Administration Training Workshop PowerPoint and materials for details on ordering Makeup materials.
12.	Testing Requirements	What test administration policies (i.e. materials security, test procedures) apply to WorkKeys tests administered as part of state testing?	ACT's <i>Standard Testing Requirements</i> and <i>Summary of Test Administration Policies</i> apply to WorkKeys testing. The qualifications and responsibilities described in these documents as well as in the <i>WorkKeys Supervisors' Manual for State Testing</i> , apply to the appointed testing staff that administer the WorkKeys test.
13.	Testing Requirements	What documentation is required to be returned from the WorkKeys administration?	In addition to the test materials (test books and answer folders), the Test Supervisor is required to return specified administration forms to ACT after the testing. There is also a checklist of forms to return on the front of the WorkKeys Test Administration Forms processing envelope. For information on how to return all test materials and forms, please refer to the return instructions on pp. 40-43 of the <i>WorkKeys Supervisor's Manual for State Testing</i> . For situations with students testing with accommodations there is a checklist of forms to return on the front of the WorkKeys Accommodation Materials return envelope and in the <i>WorkKeys Supervisor's Manual for State Testing-Special Testing</i> on pages 74-76.

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14.	Test Administration -General	Are cell phones allowed in the testing rooms?	<p>No. Students are not allowed to have cell phones in testing rooms or at anytime during testing or during breaks. Please refer to the <u>Prohibited Behavior</u> section in the <i>WorkKeys Supervisor's Manual for State Testing</i> for more information.</p> <p><b>Note:</b> ACT recommends that you warn students prior to testing that if they bring cell phones, media players, or any electronic device (other than an approved calculator) into the test room or using one during break they will be dismissed and their answer folder will not be scored.</p>
15.	Test Administration - General	What do we do if we find a student in possession of a cell phone, if his/her cell phone rings during the testing or a student is texting?	<p>This is prohibited behavior and you must dismiss the student from testing and void his/her answer folder. Please refer to the <u>Dismissal for Prohibited Behavior and Voiding Answer Folders</u> sections of the <i>WorkKeys Supervisor's Manual for State Testing</i> for more information.</p> <p><b>Note:</b> Students dismissed for prohibited behavior may not be scheduled for Makeup testing.</p>
16.	Test Administration - General	If a student is dismissed for prohibited behavior should they take the Makeup test?	<p>No. Students dismissed for prohibited behavior must not be scheduled for Makeup testing. Please refer to the <u>Dismissal for Prohibited Behavior</u> section of the <i>WorkKeys Supervisor's Manual for State Testing</i> for more information.</p> <p><b>Michigan</b> – if a student is dismissed on Day 2 WorkKeys, the student is not permitted to complete any additional testing.</p>
17.	Accommodations	What is the procedure for accommodations requests?	<p><b>Approval Process</b> There is no request form or ACT approval process for WorkKeys accommodations. All WorkKeys accommodations are determined locally, based on needs documented in a student's IEP, Section 504 Plan, or based on needs associated with a student's LEP. Refer to the <i>WorkKeys Supervisor's Manual for State Testing-Special Testing</i> for further information.</p> <p><b>Ordering Materials</b> After determining which accommodations to administer, you must order the appropriate testing materials from ACT.</p> <ul style="list-style-type: none"> <li>• In <b>Michigan</b>, schools enter quantities for accommodated materials for Day 2 WorkKeys into the online OEAA Secure Site. A file of this information is provided to ACT for shipping materials to the schools.</li> <li>• In <b>North Dakota and Wyoming</b>, Test Supervisors from schools who have students taking the WorkKeys tests will order any quantities needed for accommodated materials in January, using the paper order form.</li> </ul>
18.	Accommodations	What timing codes are used for extended time WorkKeys tests?	<p>Specific timing information for students testing with extended time is included in the <i>WorkKeys Supervisor's Manual for State-Special Testing</i>.</p>

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19.	Accommodations	If I have a student testing with extended time, can they use the standard time materials?	No. Students testing with accommodations, including extended time, must test with the test materials designated for students testing with accommodations sent to the TAC. Failure to do so may result in not scoring the document or cancellation of scores. The appropriate administration code must be recorded on the student's answer folder.
20.	Reporting	What reports are provided from the WorkKeys assessments administered as part of the statewide administration?	The standard WorkKeys Reports package that is mailed to the high school principal includes: copies of the <i>Memo to Examinee</i> and <i>Summary of Examinee</i> (student score report and a description of what is included on the report), as well as an <i>Examinee Roster Report</i> , and for Michigan, student labels.
21.	Reporting	When will students receive their WorkKeys scores, and how will they be reported?	WorkKeys score reports are printed and sent out to the high schools 8 weeks after testing is complete and all answer folders are returned for scoring. For State Testing, the student's scores are reported and mailed to the high school principal; who then distributes the score reports to students.
22.	Reporting	What is the WorkKeys Level Score?	<p>WorkKeys scores vary by the content of the test. A person's performance on the WorkKeys assessments is measured against an established scale or standard and is not measured against the performance of other individuals who took the same assessment. WorkKeys Level Scores are reported from &lt;3 to 6 or 7 depending on the test.</p> <ul style="list-style-type: none"> <li>• Reading for Information &lt;3 to 7</li> <li>• Applied Mathematics &lt;3 to 7</li> <li>• Locating Information &lt;3 to 6</li> </ul> <p>Scale scores are used by educators to show growth in skills over time. Check our website for explanations of WorkKeys scores.  <a href="http://www.act.org/workkeys/assess/understanding.html">http://www.act.org/workkeys/assess/understanding.html</a></p>
23.	Reporting	Will students be able to check their WorkKeys scores online?	<p>Yes. Students have the option to view their scores online at <a href="http://www.act.org/certificate/account.html">http://www.act.org/certificate/account.html</a></p> <p>Students may access online scores after they receive their WorkKeys score reports.</p> <p><b>Note:</b> Information on the paper WorkKeys score report will be needed to access the online information.</p>
24.	Reporting	Can schools or students get extra WorkKeys score reports?	Additional WorkKeys score information is available online by going to MyWorkKeys at <a href="http://www.act.org/certificate/account.html">http://www.act.org/certificate/account.html</a> . In addition, information about ordering WorkKeys transcripts is available online at <a href="http://www.act.org/workkeys/asr/index.html">http://www.act.org/workkeys/asr/index.html</a> . A WorkKeys transcript includes the assessment name, date tested, and level achieved.